

What changes can end users expect to see?

Are there any changes that would cause users to lose functionality?

No.

What are the functionality changes as a result of this upgrade?

See the [Summary of Application Changes on the CHM website](#), as well as the user memos at the module level.

What performance changes should users expect, if any?

The performance on the new system is expected to meet or exceed that of the prior system. ARC has defined 10 Critical Business Processes (CBPs) with metrics based on current performance. These CBPs include critical and high impact concurrent requests, processing functions, and Discoverer reports. The commercial host will continue to tune the systems to meet or exceed established metrics.

Outside of the upgrade to new versions of Oracle Financials and Discoverer, what changes should end users expect to see?

None

Discoverer

Will Discoverer reports require rework as a result of the upgrade?

No

What are the changes to Discoverer as a result of the upgrade?

See the [Summary of Application Changes for more information](#).

Will changes require retraining of customers or employees?

See "Training Information" document for further information.

How will connection and security be impacted?

Will there be any changes in how we connect to the new system?

[Links on the customer access web pages will be updated with the new URLs.](#)

Will users still have the ability to connect remotely?

Customer users are only permitted access from known IP addresses. All remote access is controlled at the customer location (must remote to the customer network and then the known customer IP address is used for access to applications).

How will the Certification and Accreditation (C&A) process change?

See the C&A Process overview on the CHM webpages.

Does the commercial host conduct a SAS 70 audit?

Yes. Oracle's SAS 70 is a different than our operational SAS 70. The commercial host is a data center whose focus is much different than an administrative service operation. The BPD security staff has reviewed the host's SAS 70 as part of the C&A process. See the C&A Process overview for more information on the C&A.

Does the commercial host provide disaster recovery services?

Yes, disaster recovery is enhanced with this solution and was tested as part of the project. The host maintains a physically separate alternate data processing site (hot site) that our systems can fail over to in the event of a disaster.

Can you share some specifics on project tasks?

How will the final deployment data conversion and upgrade be conducted?

Current plan is as follows: At 6:00 p.m. Friday April 10, 2009, BPD will take the systems down to copy the database and send to Oracle. Upon receipt, Oracle will copy data to the new database and perform the necessary upgrades, with go-live occurring early Tuesday, April 14, 2009. More information will be provided closer to the time of final deployment.

How will data be transferred to/from the host?

The initial data transmission and all daily transactional processing between ARC and the host will be accomplished via a dedicated VPN tunnel established to meet federal data security standards and industry best practices.

How long is it expected that the system outage at conversion will last?

We anticipate the system outage to be one business day (April 13, 2009). There were 4 dry run system/data migrations conducted to document the processes, ensure repeatability, and minimize outage times. The go-live target is 6:00 a.m. April 14, 2009.

Will BPD operate the existing system and the new one in parallel for a period of time?

No.